INDUSTRY PROFILES

Business, Building and Other Support Services Industry

2014

Alberta

Overview:

The Business, Building and Other Support Services industry[1] includes two industry groups, Management and Administration. Management includes two types of companies: those that manage other companies and those that own all or part of other companies. Administrative and Other Support includes companies which provide office, business and facilities administration, such as:

- record keeping and document preparation services, collection services, and employment services;
- custodial services, pest control services, landscaping services, carpet and upholstery cleaning services, packaging and labelling services, waste collection, treatment, disposal and remediation services;
- investigation and security services, and convention and trade show services; and
- call centres, travel agencies and tour operators.

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[1] North American Industry Classification System (NAICS) 2007 major groups 55 and 56

Section A: Business Environment

1. 2013 Employment and Unemployment Numbers and Rates

Table 1

	Alberta	Business, Building and Other Support Services Industry
Number of employed	2,211,000	74,100
Employment Share	N/A	3.4%
Number of unemployed	107,200	5,600
Unemployment rate	4.6%	7.0%

Data Source: Statistics Canada, Labour Force Survey, CANSIM Table 282-0008, 2014
Note: N/A denotes not-applicable. Employment share is obtained by dividing the number of employment in this industry by total employment in Alberta.

For more information on employment numbers or for a historical comparison, please go to the Labour Force Statistics[2] or Statistics Canada[3] websites.

2. Industry's Growth

- The Business, Building and Other Support Services industry accounted for 3.4% of total employment in Alberta in 2013.
- Employment in this industry is expected to grow at an average of 0.6% from 2013 to 2017.
- The industry is expected to account for 4.7% of total employment in Alberta in 2015.

For more information, see the *Alberta Modified Canadian Occupational Projection System (COPS) Outlook 2013 – 2017, Industry Employment Outlook*[4] online and the Alberta Learning Information Service (ALIS)[5] website for descriptions of industries.

[2] See http://work.alberta.ca/labour/labour-force-statistics-and-annual-reviews.html
[3] See http://www.statcan.gc.ca
[4] See http://work.alberta.ca/documents/cops-alberta-industry-outlook-2013-2017.pdf
[5] See http://www.alis.alberta.ca

3. Facts, Trends and Outlook

According to Statistics Canada's National Economic Accounts, the Business, Building and Other Support Services industry accounted for 2.9%[6] of Alberta's Gross Domestic Product in 2012, down from 4.1% in 2001. Its share of Alberta's total employment increased from 3.6% in 2003 to 3.4% in 2013.

Employment in 2013 was 1.6% higher than its level in 2012. Over the last 10 years, employment (the total number of employees and self-employed people) increased from 62,500 people in 2003 to 74,100 people in 2013, an 18.6% increase. There were 57,100 employees in the industry in 2013 of whom 86.3% were full-time and 13.7% were part-time. Self-employed people accounted for 27.8% of total employment in the industry in 2012.

Table 2

Characteristic	Alberta	Business, Building and Other Support Services
Median Retirement Age (years)	62.7	65.2
Average Number of Hours Worked per Week	37.8	35.8
Multiple Jobholders (% of total employment)	5.4%	4.7%
Average Job Tenure (months)	88.1	62.1
Employees Under Union Coverage (%)	19.0%	7.2%
Employees Working Overtime per Week (%)	20.2%	15.4%

Data Source: Statistics Canada, Labour Force Survey, CANSIM Tables 282-0022, 282-0031, 282-0042, 282-0078 and 282-0084, 2014, and custom tabulation (median retirement age)
Note: The percentage of multiple jobholders in Alberta is obtained by dividing the number of multiple jobholders in Alberta by total employment in Alberta. The percentage of multiple jobholders in the industry is obtained by dividing the number of multiple jobholders in the industry by total employment in the industry. This calculation method also applies to the percentage of employees under union coverage and the percentage of employees working overtime per week.

According to *Alberta Occupational Demand Outlook 2013-2023*[7], employment growth in the Administrative services managers and Administrative support clerks occupations, is expected to be below Alberta's average rate for all occupations of 1.6%.

[6] This includes Management of companies and enterprises and Administrative and support, waste management and remediation services.
[7] http://work.alberta.ca/labour/occupational-demand-and-supply-forecast

4. Size of Businesses in Alberta and the Industry

Table 3

Establishment Size	Businesses in Alberta		Businesses in Business, Building and Other Support Services	
	Number of Employees	%*	Number of Employees	%*
Less than 20 employees	654,800	35.5%	29,900	52.5%
20 to 99 employees	648,500	35.1%	18,600	32.6%
100 to 500 employees	352,600	19.1%	6,200	10.9%
Over 500 employees	189,500	10.3%	2,300	4.0%

Data Source: Statistics Canada, Labour Force Survey, CANSIM Table 282-0076, 2014
* Percentages may not add up to 100 due to rounding
Note: Statistics Canada's survey methodology for determining establishment size differs from the one it uses in the Labour Force Survey to determine total employment. As a result, the total number of employees by establishment size will not be the same as total employment in the industry, except by coincidence.

Section B: Human Resources Profile

1. Occupational Information

Some examples of occupations in the Business, Building and Other Support Services industry include:

- call centre agent;
- human resources professional;
- locksmith;
- travel consultant; and
- refuse collector.

For a complete listing of all occupations related to this industry as well as detailed information on education and skill requirements, visit the Alberta Occupational Profiles[8] website.

2. Demographics: Gender and Age

According to the Labour Force Survey, the gender breakdown in the Business, Building and Other Support Services industry in 2013 was as follows:

- women employed: 39,900 people, or 53.8%
- men employed: 34,200 people, or 46.2%

Overall in Alberta, women accounted for 45.0 % and men made up 55.0 % of total employment (for all industries).

Table 4

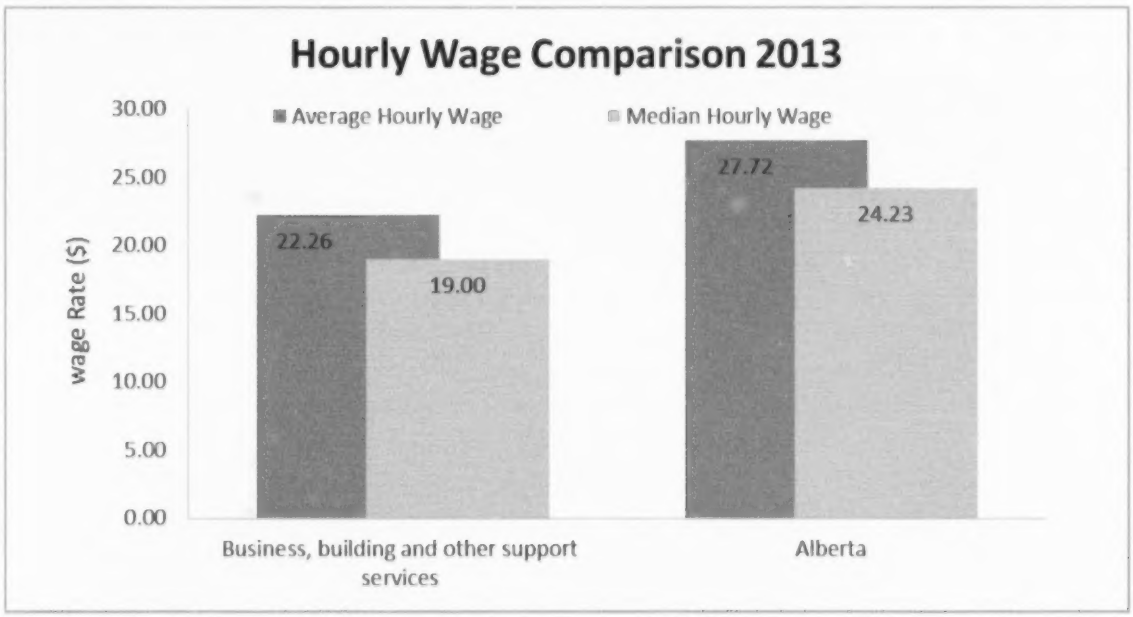
Age Characteristics	Employment in Alberta		Employment in Business, Building and Other Support Services	
	Number	%	Number	%
15-24 years	317,600	14.4%	11,600	15.7%
25-54 years	1,496,200	67.7%	47,400	64.0%
55 years and over	397,200	17.9%	15,100	20.4%

Data Source: Statistics Canada, Labour Force Survey, CANSIM Table 282-0008, 2014

[8] See http://www.alis.alberta.ca/occinfo

3. Wages

Chart 1



Data Source: Statistics Canada, Labour Force Survey, Custom Table 282-0072, 2014
Note: The average hourly wage is obtained by dividing the sum of the wages of all the employees by the total number of employees. The median hourly wage is that wage below which half the employees earn and above which half the employees earn.

Wage and Salary Information for Selected Occupations

Table 5

Occupation	Average Hourly Wage			Annual Average Salary
	Starting	Overall	Top	
Customer service, information and related clerk	$ 14.31	$ 16.93	$ 22.74	$ 33,067
Financial auditor and accountant	$ 27.00	$ 29.48	$ 30.84	$ 52,314
Conference and event planner	$26.12	$ 29.54	$33.33	$ 53,425

Data Source: 2013 Alberta Wage and Salary Survey

For more information on the *2013 Alberta Wage and Salary Survey*, refer to the WAGEinfo[9] website. For job descriptions, duties, required skills and education requirements for specific occupations in the Business, Building and Other Support Services industry, visit the ALIS[10] website.

Section C: Additional Information

Links to Industry Associations

- Canadian Security Association (http://www.canasa.org)
- Association of Canadian Travel Agencies (http://www.acta.ca)
- Edmonton Waste Management Centre (http://www.ewmce.com)

[9] See http://www.alis.alberta.ca/wageinfo
[10] See http://www.alis.alberta.ca

Call us or visit our website for more information or to find the following publications:

- 2013 Annual Alberta Labour Market Review
- Monthly Alberta Labour Force Statistics Highlights and Packages
- Alberta's Occupational Demand and Supply Outlook
- Alberta Labour Force Profiles
- Alberta Industry Profiles

www.work.alberta.ca/labour.html (see Labour Market Information)
In Edmonton: 780.422.4266
Long distance: 1.800.661.3753

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